

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1, 9, 13, 18, 19, 21, 28-36, 44, 48, 53, 54, and 56, as follows.

Add new claims 60-61 as follows.

**Listing of Claims:**

- 1           1. **(currently amended)** A method of selecting a resource for a  
2 work item, comprising:
  - 3           determining available resources that possess skills needed by the  
4 work item;
  - 5           for each of the determined resources, determining a business value  
6 of having the resource service the work item, the business value being a  
7 measure of qualification of the resource for servicing the work item based  
8 on skills of the resource and skill requirements of the work item;
  - 9           for each of the determined resources, determining a value to the  
10 resource of servicing the work item, the value to the resource being a  
11 measure of how ~~the resource is spending time compared with other~~  
12 ~~resources and~~ serving the work item by the resource helps or hurts goals  
13 of the individual resource, wherein the goals of the resource include per-  
14 skill time-allocation goals of the resource; and
  - 15           selecting a determined resource that has a best combined value of  
16 the business value and the value to the resource, to serve the work item.

- 1           2. **(original)** The method of claim 1 wherein:
  - 2           determining a business value comprises
  - 3           determining the business value weighted by a business value  
4 weight corresponding to the work item;
  - 5           determining a value to the resource comprises
  - 6           determining the value to the resource weighted by a resource value

7 weight corresponding to the work item; and  
8 selecting comprises  
9 selecting a determined resource that has a best combined value of  
10 the weighted business value and the weighted value to the resource.

1 3. **(original)** The method of claim 2 wherein:  
2 determining a business value comprises  
3 determining a weighted business value as a product of (a) the  
4 business value weight corresponding to the work item and (b) a sum of  
5 products of a level of each said needed skill of the resource and a weight  
6 of said needed skill of the work item; and  
7 determining a value to the resource comprises  
8 determining a weighted resource treatment value as a product of  
9 (c) a resource treatment weight corresponding to the work item and (d) a  
10 sum of products of each treatment of the resource and a weight of said  
11 treatment of the resource.

1 4. **(original)** The method of claim 3 wherein:  
2 the sums of products are scaled sums, and  
3 the treatments are scaled treatments.

1 5. **(original)** The method of claim 4 wherein:  
2 selecting comprises  
3 selecting the determined resource that has a highest sum of the  
4 weighted business value and the weighted resource treatment value.

1 6. **(original)** The method of claim 3 wherein:  
2 the resource treatments of a resource comprise a time since the  
3 resource became available and a time that the resource has not spent  
4 serving work items.

1           7. **(original)** The method of claim 6 wherein:  
2           the treatments of the resource further comprise a measure of an  
3           effect that serving of the work item would have on a goal of the resource.

1           8. **(original)** The method of claim 7 wherein:  
2           the measure of the effect comprises a difference between (a) a  
3           distance of an actual allocation of worktime of the resource among skills  
4           from a goal allocation of the worktime of the resource among the skills and  
5           (b) a distance of an estimated allocation of the worktime of the resource  
6           among the skills if the resource serves the work item from the goal  
7           allocation.

1           9. **(currently amended)** A method of selecting a resource for a  
2           work item, comprising:  
3           determining available resources that possess skills needed by the  
4           work item;  
5           for each of the determined resources, determining a business value  
6           comprising a sum across all skills of a product of a skill level of the  
7           resource in the skill and a skill weight of the work item for the skill;  
8           for each of the determined resources, determining a resource  
9           treatment value, the resource treatment value being a measure of how the  
10          resource is ~~spending time compared with other resources and~~ meeting  
11          goals of the individual resource, the resource treatment value comprising  
12          a sum across all resource treatments of a product of a value of the  
13          resource for the resource treatment and a weight of the work item for how  
14          much weight said resource treatment has relative to others of the resource  
15          treatments and how much weight the resource treatments have relative to  
16          the business value; and  
17          selecting a determined resource that has a best combined score of

18 its business value and its resource treatment value, to serve the work item

1 10. **(original)** The method of claim 9 wherein:

2 the resource treatments of a resource comprise a time since the  
3 resource became available, a time that the resource has spent not serving  
4 work items, and a measure of an effect that serving the work item would  
5 have on a goal of the resource.

1 11. **(original)** The method of claim 9 wherein:

2 determining a business value comprises  
3 determining a scaled business value comprising the business value  
4 scaled by a first scaling factor that is common to all of the determined  
5 resources;

6 determining a resource treatment value comprises  
7 for each resource treatment, determining a scaled value of the  
8 resource comprising the value of the resource for that resource treatment  
9 scaled by a scaling factor that is common for that resource treatment to all  
10 of the determined resources, and

11 determining a scaled resource treatment value comprising a sum,  
12 scaled by a second scaling factor that is common to all of the determined  
13 resources, across all resource treatments of a product of the scaled value  
14 of the resource for the resource treatment and a weight of the work item  
15 for the resource treatment; and

16 selecting comprises

17 selecting a determined resource that has a best sum of its scaled  
18 business value and its scaled resource treatment value to serve the work  
19 item.

1 12. **(original)** The method of claim 11 wherein:

2 each scaling factor comprises a fraction having in its denominator a

3 maximum value of the value to which said scaling factor applies of any of  
4 the resources.

1 13. **(currently amended)** A method of selecting a work item for a  
2 resource, comprising:

3 determining available work items that need skills possessed by the  
4 resource;

5 for each of the determined work items, determining a business  
6 value of having the resource service the work item, the business value  
7 being a measure of qualification of the resource for servicing of the work  
8 item based on skills of the resource and skill requirements of the work  
9 item;

10 for each of the determined work items, determining a value to the  
11 work item of being serviced by the resource, the value to the work item  
12 being a measure of how the work item is ~~treated compared to other work~~  
13 ~~items and treatment~~ meeting goals of the individual work item, wherein the  
14 goals of the work item include how long the work item has been waiting for  
15 service, how long the work item may have to wait for service, and how  
16 much the work item has exceeded its target wait time; and

17 selecting a determined work item that has a best combined value of  
18 the business value and the value to the work item to be served by the  
19 resource.

1 14. **(original)** The method of claim 13 wherein:

2 determining business value comprises

3 determining the business value weighted by a business value  
4 weight corresponding to the work item;

5 determining a value to the work item comprises

6 determining the value to the work item weighted by a work item  
7 value weight corresponding to the work item; and

8           selecting comprises

9           selecting a determined work item that has a best combined value of

10   the weighted business value and the weighted value to the work item.

1           15. **(original)** The method of claim 14 wherein:

2           determining a business value comprises

3           determining a weighted business value as a product of (a) the

4   business value weight corresponding to the work item and (b) a sum of

5   products of a level of each said needed skill of the resource and a weight

6   of said needed skill of the work item; and

7           determining a value to the work item comprises

8           determining a weighted work item treatment value as a product of

9   (c) a work item treatment weight corresponding to the work item and (d) a

10   sum of products of each treatment of the work item and a weight of said

11   treatment of the work item.

1           16. **(original)** The method of claim 15 wherein:

2           the sums of products are scaled sums, and

3           the treatments are scaled treatments.

1           17. **(original)** The method of claim 16 wherein:

2           selecting comprises

3           selecting the determined work item that has a highest sum of the

4   weighted business value and the weighted work item treatment value.

1           18. **(currently amended)** The method of claim ~~15~~21 wherein:

2           the work item treatments of a work item comprise a time that the

3   work item has been waiting for service and an estimated time that the

4   work item will have to wait for service.

1           19. **(currently amended)** The method of claim 18 wherein:  
2           the work item treatments of a work item further comprise a time by  
3           which the work item has exceeded its target wait time.

1           20. **(original)** The method of claim 18 wherein:  
2           the estimated wait time that the work item will have to wait for  
3           service comprises a product of (a) a ratio of a total number of work items  
4           waiting for service and an average number of work items waiting for  
5           service and (b) a sum of average wait times of individual said needed  
6           skills each weighted by a ratio of the weight of said individual skill and a  
7           sum of the weights of the needed skills.

1           21. **(currently amended)** A method of selecting a work item for a  
2           resource, comprising:  
3           determining available work items that need skills possessed by the  
4           resource;  
5           for each of the determined work items, determining a business  
6           value comprising a sum across all skills of a product of a skill level of the  
7           resource in the skill and a skill weight of the work item for the skill;  
8           for each of the determined work items, determining a work item  
9           treatment value, the work item treatment value being a measure of how  
10          the work item is ~~treated compared to other work items and treatment~~  
11          meeting goals of the individual work item, the work item treatment value  
12          comprising a sum across all work item treatments of a product of the value  
13          of the work item for the work item treatment and a weight of the work item  
14          for how much weight said work item treatment has relative to others of the  
15          work item treatments and how much weight the work item treatments have  
16          relative to the business value; and  
17          selecting a determined work item that has a best combined score of

18 its business value and work item treatment value, to be served by the  
19 resource.

1 22. **(original)** The method of claim 21 wherein:  
2 the work item treatments of a work item comprise a time that the  
3 work item has spent waiting to be serviced, an estimated time that the  
4 item will spend waiting to be serviced, and a time by which the work item  
5 has exceeded its target waiting time.

1 23. **(original)** The method of claim 21 wherein:  
2 determining a business value comprises  
3 determining a scaled business value comprising the business value  
4 scaled by a first scaling factor that is common to all of the determined  
5 work items;  
6 determining a work item treatment value comprises  
7 for each work item treatment, determining a scaled value of the  
8 work item comprising the value of the work item for that work item  
9 treatment scaled by a scaling factor that is common for that work item  
10 treatment to all of the determined work items, and  
11 determining a scaled work item treatment value comprising a sum,  
12 scaled by a second scaling factor that is common to all of the determined  
13 work items, across all work item treatments of a product of the scaled  
14 value of the work item for the work item treatment and a weight of the  
15 work item for the work item treatment; and  
16 selecting comprises  
17 selecting a determined work item that has a best sum of its scaled  
18 business value and its scaled work item treatment value, to be served by  
19 the resource.



1           24. **(original)** The method of claim 23 wherein:  
2           each scaling factor comprises a fraction having in its denominator a  
3           maximum value of the value to which said scaling factor applies of any of  
4           the work items.

1           25. **(canceled)**

1           26. **(canceled)**

1           27. **(original)** An apparatus comprising a processor that executes  
2           instructions to effect the method of one of claims 1-24.

1           28. **(currently amended)** An apparatus for selecting a resource  
2           for a work item, comprising;  
3           means for determining available resources that possess skills  
4           needed by the work item;  
5           means for determining, for each of the determined resources, a  
6           business value of having the resource service the work item, the business  
7           value being a measure of qualification of the resource for servicing the  
8           work item based on skills of the resource and skill requirements of the  
9           work item;  
10          means for determining, for each of the determined resources, a  
11          value to the resource of servicing the work item, the value to the resource  
12          being a measure of how ~~the resource is spending time compared with~~  
13          ~~other resources and~~ serving the work item by the resource helps or hurts  
14          goals of the individual resource, wherein goals of the resource include per-  
15          skill time-allocation goals of the resource; and  
16          means for selecting a determined resource that has a best  
17          combined value of the business value and the value to the resource, to  
18          serve the work item.

1           29. **(currently amended)** An apparatus for selecting a resource  
2   for a work item, comprising:  
3           means for determining available resources that possess skills  
4   needed by the work item;  
5           means for determining, for each of the determined resources, a  
6   business value comprising a sum across all skills of a product of a skill  
7   level of the resource in the skill and a skill weight of the work item for the  
8   skill;  
9           means for determining, for each of the determined resources, a  
10   resource treatment value, the resource treatment value being a measure  
11   of how the resource is ~~spending time compared with other resources and~~  
12   meeting goals of the individual resource, the resource treatment value  
13   comprising a sum across all resource treatments of a product of a value of  
14   the resource for the resource treatment and a weight of the work item for  
15   how much weight said resource treatment has relative to others of the  
16   resource treatments and how much weight the resource treatments have  
17   relative to the business value; and  
18           means for selecting a determined resource that has a best  
19   combined score of its business value and its resource treatment value, to  
20   serve the work item.

1           30. **(currently amended)** An apparatus for selecting a work item  
2   for a resource, comprising:  
3           means for determining available work items that need skills  
4   possessed by the resource;  
5           means for determining, for each of the determined work items, a  
6   business value of having the resource service the work item, the business  
7   value being a measure of qualification of the resource for servicing the  
8   work item based on skills of the resource and skill requirements of the

9 work item;

10 means for determining, for each of the determined work items, a  
11 value to the work item of being serviced by the resource, the value to the  
12 work item being a measure of how the work item is ~~treated compared to~~  
13 ~~other work items and treatment~~ meeting goals of the individual work item,  
14 wherein the goals of the work item include how long the work item has  
15 been waiting for service, how long the work item may have to wait for  
16 service, and how much the work item has exceeded its target wait time;  
17 and

18 means for selecting a determined work item that has a best  
19 combined value of the business value and the value to the work item to be  
20 served by the resource.

1 31. **(currently amended)** An apparatus for selecting a work item  
2 for a resource, comprising:

3 means for determining available work items that need skills  
4 possessed by the resource;

5 means for determining, for each of the determined work items, a  
6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;

9 means for determining, for each of the determined work items, a  
10 work item treatment value, the work item treatment value being a measure  
11 of how the work item is ~~treated compared to other work items and~~  
12 ~~treatment~~ meeting goals of the individual work item, the work item  
13 treatment value comprising a sum across all work item treatments of a  
14 product of the value of the work item for the work item treatment and a  
15 weight of the work item for how much weight said work item treatment has  
16 relative to other work item treatments and how much weight the work item  
17 treatments have relative to the business value; and

18 means for selecting a determined work item that has a best  
19 combined score of its business value and work item treatment value, to be  
20 served by the resource.

1 32. **(currently amended)** An arrangement for selecting a resource  
2 for a work item, comprising:  
3 an effector of determining available resources that possess skills  
4 needed by the work item;  
5 an effector of determining, for each of the determined resources, a  
6 business value of having the resource service the work item, the business  
7 value being a measure of qualification of the resource for servicing the  
8 work item based on skills of the resource and skill requirements of the  
9 work item;  
10 an effector of determining, for each of the determined resources, a  
11 value to the resource of servicing the work item, the value to the resource  
12 being a measure of how ~~the resource is spending time compared with~~  
13 ~~other resources and~~ serving the work item by the resource helps or hurts  
14 goals of the individual resource, wherein the goals of the resource include  
15 per-skill time-allocation goals of the resource; and  
16 an effector of selecting a determined resource that has a best  
17 combined value of the business value and the value to the resource, to  
18 serve the work item.

1 33. **(currently amended)** An arrangement for selecting a resource  
2 for a work item, comprising:  
3 an effector of determining available resources that possess skills  
4 needed by the work item;  
5 an effector of determining, for each of the determined resources, a  
6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the

8 skill;

9 an effector of determining, for each of the determined resources, a  
10 resource treatment value, the resource treatment value being a measure  
11 of how the resource is ~~spending time compared with other resources and~~  
12 meeting goals of the individual resource, the resource treatment value  
13 comprising a sum across all resource treatments of a product of a value of  
14 the resource for the resource treatment and a weight of the work item for  
15 how much weight said resource treatment has relative to others of the  
16 resource treatments and how much weight the resource treatments have  
17 relative to the business value; and

18 an effector of selecting a determined resource that has a best  
19 combined score of its business value and its resource treatment value, to  
20 serve the work item.

1 34. **(currently amended)** An arrangement for selecting a work  
2 item for a resource, comprising:

3 an effector of determining available work items that need skills  
4 possessed by the resource;

5 an effector of determining, for each of the determined work items, a  
6 business value of having the resource service the work item, the business  
7 value being a measure of qualification of the resource for servicing the  
8 work item based on skills of the resource and skill requirements of the  
9 work item;

10 an effector of determining, for each of the determined work items, a  
11 value to the work item of being serviced by the resource, the value to the  
12 work item being a measure of how the work item is ~~treated compared to~~  
13 ~~other work items and treatment~~ meeting goals of the individual work item,  
14 wherein the goals of the work item include how long the work item has  
15 been waiting for service, how long the work item may have to wait for  
16 service, and how much the work item has exceeded its target wait time;

17 and

18 an effector of selecting a determined work item that has a best  
19 combined value of the business value and the value to the work item to be  
20 served by the resource.

1 35. **(currently amended)** An arrangement for selecting a work  
2 item for a resource, comprising:

3 an effector of determining available work items that need skills  
4 possessed by the resource;

5 an effector of determining, for each of the determined work items, a  
6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;

9 an effector of determining, for each of the determined work items, a  
10 work item treatment value, the work item treatment value being a measure  
11 of how the work item is ~~treated compared to other work items and~~  
12 ~~treatment-meeting~~ goals of the individual work item, the work item  
13 treatment value comprising a sum across all work item treatments of a  
14 product of the value of the work item for the work item treatment and a  
15 weight of the work item for how much weight said work item treatment has  
16 relative to others of the work item treatments and how much weight the  
17 work item treatments have relative to the business value; and

18 an effector of selecting a determined work item that has a best  
19 combined score of its business value and work item treatment value, to be  
20 served by the resource.

1 36. **(currently amended)** A computer-readable medium  
2 containing instructions which, when executed in a computer, cause the  
3 computer to perform selection of a resource for a work item, comprising:  
4 determining available resources that possess skills needed by the

5 work item;  
6 for each of the determined resources, determining a business value  
7 of having the resource service the work item, the business value being a  
8 measure of qualification of the resource for servicing the work item based  
9 on skills of the resource and skill requirements of the work item;  
10 for each of the determined resources, determining a value to the  
11 resource of servicing the work item, the value to the resource being a  
12 measure of how ~~the resource is spending time compared with other~~  
13 ~~resources and~~ serving the work item by the resource helps or hurts goals  
14 of the individual resource, wherein the goals of the resource include per-  
15 skill time-allocation goals of the resource; and  
16 selecting a determined resource that has a best combined value of  
17 the business value and the value to the resource, to serve the work item.

1 37. **(original)** The medium of claim 36 wherein:  
2 determining a business value comprises  
3 determining the business value weighted by a business value  
4 weight corresponding to the work item;  
5 determining a value to the resource comprises  
6 determining the value to the resource weighted by a resource value  
7 weight corresponding to the work item; and  
8 selecting comprises  
9 selecting a determined resource that has a best combined value of  
10 the weighted business value and the weighted value to the resource.

1 38. **(original)** The medium of claim 37 wherein:  
2 determining a business value comprises  
3 determining a weighted business value as a product of (a) the  
4 business value weight corresponding to the work item and (b) a sum of  
5 products of a level of each said needed skill of the resource and a weight

6 of said needed skill of the work item; and  
7 determining a value to the resource comprises  
8 determining a weighted resource treatment value as a product of  
9 (c) a resource treatment weight corresponding to the work item and (d) a  
10 sum of products of each treatment of the resource and a weight of said  
11 treatment of the resource.

1 39. **(original)** The medium of claim 38 wherein:  
2 the sums of products are scaled sums, and  
3 the treatments are scaled treatments.

1 40. **(original)** The medium of claim 39 wherein:  
2 selecting comprises  
3 selecting the determined resource that has a highest sum of the  
4 weighted business value and the weighted resource treatment value.

1 41. **(original)** The medium of claim 38 wherein:  
2 the resource treatments of a resource comprise a time since the  
3 resource became available and a time that the resource has not spent  
4 serving work items.

1 42. **(original)** The medium of claim 41 wherein:  
2 the treatments of the resource further comprise a measure of an  
3 effect that serving of the work item would have on a goal of the resource.

1 43. **(original)** The medium of claim 42 wherein:  
2 the measure of the effect comprises a difference between (a) a  
3 distance of an actual allocation of worktime of the resource among skills  
4 from a goal allocation of the worktime of the resource among the skills and



5 (b) a distance of an estimated allocation of the worktime of the resource  
6 among the skills if the resource serves the work item from the goal  
7 allocation.

1 44. **(currently amended)** A computer-readable medium  
2 containing instructions which, when executed in a computer, cause the  
3 computer to perform selection of a resource for a work item, comprising:  
4 determining available resources that possess skills needed by the  
5 work item;  
6 for each of the determined resources, determining a business value  
7 comprising a sum across all skills of a product of a skill level of the  
8 resource in the skill and a skill weight of the work item for the skill;  
9 for each of the determined resources, determining a resource  
10 treatment value, the resource treatment value being a measure of how the  
11 resource is ~~spending time compared with other resources and meeting~~  
12 goals of the individual resource, the resource treatment value comprising  
13 a sum across all resource treatments of a product of a value of the  
14 resource for the resource treatment and a weight of the work item for how  
15 much weight said resource treatment has relative to others of the resource  
16 treatments and how much weight the resource treatments have relative to  
17 the business value; and  
18 selecting a determined resource that has a best combined score of  
19 its business value and its resource treatment value, to serve the work  
20 item.

1 45. **(original)** The medium of claim 44 wherein:  
2 the resource treatments of a resource comprise a time since the  
3 resource became available, a time that the resource has spent not serving  
4 work items, and a measure of an effect that serving the work item would  
5 have on a goal of the resource.

1           **46. (original)** The medium of claim 44 wherein:  
2           determining a business value comprises  
3           determining a scaled business value comprising the business value  
4       scaled by a first scaling factor that is common to all of the determined  
5       resources;  
6           determining a resource treatment value comprises  
7           for each resource treatment, determining a scaled value of the  
8       resource comprising the value of the resource for that resource treatment  
9       scaled by a scaling factor that is common for that resource treatment to all  
10      of the determined resources, and  
11          determining a scaled resource treatment value comprising a sum,  
12      scaled by a second scaling factor that is common to all of the determined  
13      resources, across all resource treatments of a product of the scaled value  
14      of the resource for the resource treatment and a weight of the work item  
15      for the resource treatment; and  
16          selecting comprises  
17          selecting a determined resource that has a best sum of its scaled  
18      business value and its scaled resource treatment value to serve the work  
19      item.

1           **47. (original)** The medium of claim 46 wherein:  
2           each scaling factor comprises a fraction having in its denominator a  
3      maximum value of the value to which said scaling factor applies of any of  
4      the resources.

1           **48. (currently amended)** A computer-readable medium  
2      containing instructions which, when executed in a computer, cause the  
3      computer to perform selection of a work item for a resource, comprising:  
4          determining available work items that need skills possessed by the

5 resource;

6 for each of the determined work items, determining a business  
7 value of having the resource service the work item, the business value  
8 being a measure of qualification of the resource for servicing of the work  
9 item based on skills of the resource and skill requirements of the work  
10 item;

11 for each of the determined work items, determining a value to the  
12 work item of being serviced by the resource, the value to the work item  
13 being a measure of how the work item is ~~treated compared to other work~~  
14 ~~items and treatment~~ meeting goals of the individual work item, wherein the  
15 goals of the work item include how long the work item has been waiting for  
16 service, how long the work item may have to wait for service, and how  
17 much the work item has exceeded its target wait time; and

18 selecting a determined work item that has a best combined value of  
19 the business value and the value to the work item to be served by the  
20 resource.

1 49. **(original)** The medium of claim 48 wherein:

2 determining business value comprises

3 determining the business value weighted by a business value  
4 weight corresponding to the work item;

5 determining a value to the work item comprises

6 determining the value to the work item weighted by a work item  
7 value weight corresponding to the work item; and

8 selecting comprises

9 selecting a determined work item that has a best combined value of  
10 the weighted business value and the weighted value to the work item.

1 50. **(original)** The medium of claim 49 wherein:

2 determining a business value comprises

3           determining a weighted business value as a product of (a) the  
4   business value weight corresponding to the work item and (b) a sum of  
5   products of a level of each said needed skill of the resource and a weight  
6   of said needed skill of the work item; and

7           determining a value to the work item comprises

8           determining a weighted work item treatment value as a product of  
9   (c) a work item treatment weight corresponding to the work item and (d) a  
10   sum of products of each treatment of the work item and a weight of said  
11   treatment of the work item.

1           **51. (original)** The medium of claim 50 wherein:  
2           the sums of products are scaled sums, and  
3           the treatments are scaled treatments.

1           **52. (original)** The medium of claim 51 wherein:  
2           selecting comprises  
3           selecting the determined work item that has a highest sum of the  
4   weighted business value and the weighted work item treatment value.

1           **53. (currently amended)** The medium of claim ~~50~~56 wherein:  
2           the work item treatments of a work item comprise a time that the  
3   work item has been waiting for service and an estimated time that the  
4   work item will have to wait for service.

1           **54. (currently amended)** The medium of claim 53 wherein:  
2           the work item treatments of a work item further comprise a time by  
3   which the work item has exceeded its target wait time.

1           55. **(original)** The medium of claim 53 wherein:  
2           the estimated wait time that the work item will have to wait for  
3           service comprises a product of (a) a ratio of a total number of work items  
4           waiting for service and an average number of work items waiting for  
5           service and (b) a sum of average wait times of individual said needed  
6           skills each weighted by a ratio of the weight of said individual skill and a  
7           sum of the weights of the needed skills.

1           56. **(currently amended)** A computer-readable medium  
2           containing instructions which, when executed in a computer, cause the  
3           computer to perform a selection of a work item for a resource, comprising:  
4           determining available work items that need skills possessed by the  
5           resource;  
6           for each of the determined work items, determining a business  
7           value comprising a sum across all skills of a product of a skill level of the  
8           resource in the skill and a skill weight of the work item for the skill;  
9           for each of the determined work items, determining a work item  
10          treatment value, the work item treatment value being a measure of how  
11          the work item is ~~treated compared to other work items and treatment~~  
12          meeting goals of the individual work item, the work item treatment value  
13          comprising a sum across all work item treatments of a product of the value  
14          of the work item for the work item treatment and a weight of the work item  
15          for how much weight said work item treatment has relative to others of the  
16          work item treatments and how much weight the work item treatments have  
17          relative to the business value; and  
18          selecting a determined work item that has a best combined score of  
19          its business value and work item treatment value, to be served by the  
20          resource.

1           57. **(original)** The medium of claim 56 wherein:  
2           the work item treatments of a work item comprise a time that the  
3           work item has spent waiting to be serviced, an estimated time that the  
4           item will spend waiting to be serviced, and a time by which the work item  
5           has exceeded its target waiting time.

1           58. **(original)** The medium of claim 56 wherein:  
2           determining a business value comprises  
3           determining a scaled business value comprising the business value  
4           scaled by a first scaling factor that is common to all of the determined  
5           work items;  
6           determining a work item treatment value comprises  
7           for each work item treatment, determining a scaled value of the  
8           work item comprising the value of the work item for that work item  
9           treatment scaled by a scaling factor that is common for that work item  
10          treatment to all of the determined work items, and  
11          determining a scaled work item treatment value comprising a sum,  
12          scaled by a second scaling factor that is common to all of the determined  
13          work items, across all work item treatments of a product of the scaled  
14          value of the work item for the work item treatment and a weight of the  
15          work item for the work item treatment; and  
16          selecting comprises  
17          selecting a determined work item that has a best sum of its scaled  
18          business value and its scaled work item treatment value, to be served by  
19          the resource.

1           59. **(original)** The medium of claim 58 wherein:  
2           each scaling factor comprises a fraction having in its denominator a  
3           maximum value of the value to which said scaling factor applies of any of  
4           the work items.

1           60. (new) A method of selecting a work item for a resource,  
2    comprising:  
3           determining available work items that need skills possessed by the  
4    resource;  
5           for each of the determined work items, determining a weighted  
6    business value of having the resource service the work item, as a product  
7    of (a) the business value weight corresponding to the work item and (b) a  
8    sum of products of a level of each said needed skill of the resource and a  
9    weight of said needed skill of the work item, the business value being a  
10   measure of qualification of the resource for servicing of the work item  
11   based on skills of the resource and skill requirements of the work item;  
12           for each of the determined work items, determining a weighted  
13   value to the work item of being serviced by the resource, as a product of  
14   (c) a work item treatment weight corresponding to the work item and (d) a  
15   sum of products of each treatment of the work item and a weight of said  
16   treatment of the work item, the value to the work item being a measure of  
17   how the work item is treated compared to other work items and treatment  
18   goals of the individual work item and comprising a time that the work item  
19   has been waiting for service, a time by which the work item has exceeded  
20   its target wait time, and an estimated time that the work item will have to  
21   wait for service comprising a product of (e) a ratio of a total number of  
22   work items waiting for service and an average number of work items  
23   waiting for service and (f) a sum of average wait times of individual said  
24   needed skills each weighted by a ratio of the weight of said individual skill  
25   and a sum of the weights of the needed skills; and  
26           selecting a determined work item that has a best combined value of  
27   the weighted business value and the weighted value to the work item to be  
28   served by the resource.

1           61. (new) A computer-readable medium containing instructions  
2    which, when executed in a computer, cause the computer to perform  
3    selection of a work item for a resource, comprising:  
4           determining available work items that need skills possessed by the  
5    resource;  
6           for each of the determined work items, determining a weighted  
7    business value of having the resource service the work item, as a product  
8    of (a) the business value weight corresponding to the work item and (b) a  
9    sum of products of a level of each said needed skill of the resource and a  
10   weight of said needed skill of the work item, the business value being a  
11   measure of qualification of the resource for servicing of the work item  
12   based on skills of the resource and skill requirements of the work item;  
13           for each of the determined work items, determining a value to the  
14   work item of being serviced by the resource, as a product of (c) a work  
15   item treatment weight corresponding to the work item and (d) a sum of  
16   products of each treatment of the work item and a weight of said treatment  
17   of the work item, the value to the work item being a measure of how the  
18   work item is treated compared to other work items and treatment goals of  
19   the individual work item and comprising a time that the work item has  
20   been waiting for service, a time by which the work item has exceeded its  
21   target wait time, and an estimated time that the work item will have to wait  
22   for service comprising a product of (e) a ratio of a total number of work  
23   items waiting for service and an average number of work items waiting for  
24   service and (f) a sum of average wait times of individual said needed skills  
25   each weighted by a ratio of the weight of said individual skill and a sum of  
26   the weights of the needed skills; and  
27           selecting a determined work item that has a best combined value of  
28   the weighted business value and the weighted value to the work item to be  
29   served by the resource.